

ABSTRACT OF THE DISCLOSURE

A data storage management system for managing a plurality of remotely located, independent data storage systems includes a central monitoring system and a plurality of agent systems, each in communication with a respective remotely located customer data storage system. Each remote agent system collects data from a respective customer data storage system that relates to the performance/status of the data storage system. Each agent system converts the collected data to a standardized format and then stores the collected data at the central monitoring system. The central monitoring system continuously and automatically monitors activities at the remote data storage systems and, using pattern recognition and data correlation techniques, can predict when system faults are developing at these remote data storage systems. Data storage management experts staffing the command center can initiate corrective action before a customer's data is adversely impacted.